



Docket Control Center
Arizona Corporation Commission
1200 West Washington Street
Phoenix, AZ 85007

RE: Staff's Second Set of Data Requests
Voxbeam Telecommunications, Inc. d/b/a Magic Telecom
Docket No. T-20900A-13-0423

Dear Sir or Madam:

Enclosed for filing please find the original and thirteen (13) copies of the responses in Staff's Second Set of Data Requests submitted on behalf of Voxbeam Telecommunications, Inc. d/b/a Magic Telecom in Docket Number T-20900A-13-0423. Under separate cover, the amended tariff pages will be submitted to the Commission to substitute the pages for the pages originally included with the Application.

Please acknowledge receipt of this filing by date-stamping the extra copy of this cover letter and returning it to me in the self-addressed, stamped envelope provided for that purpose.

Any questions you may have regarding this filing should be directed to my attention at 407-740-3031 or via email to sthomas@tminc.com. Thank you for your assistance in this matter.

Sincerely,

Sharon Thomas
Consultant to Voxbeam Telecommunications Inc.

cc: Ryan Rapolti - Voxbeam
file: Voxbeam - Arizona - Local
tms: AZ11300b

Enclosures
ST/im



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June 26, 2014

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RESPONSE OF
VOXBEAM TELECOMMUNICATIONS, INC.
TO
STAFF'S FIRST SECOND OF DATA REQUESTS FOR
DOCKET NO. T-20900A-13-0423

PJG 2-1 In Voxbeam's Response to PJG 1-1, Voxbeam indicated "See Attachment to PJG 1-1". The Attachment was not included with Voxbeam's Responses as filed on MarchV24, 2014. Please provide a copy of Voxbeam's Certificate of Good Standing in Arizona. Refer to item (A-8-1) of the Application form. The Certificate can be obtained by going to www.azcc.gov and clicking on STARPAS at the bottom of the page. Search for business entity name, check corporate status, and then print certificate.

Response:

See Attachment to PJG-2-1.

PJG 2-2 In Voxbeam's Response to PJG 1-2, Voxbeam indicated that "it will initially target primarily wholesale customers and small and large business customers". While in response to PJG 1-14, Voxbeam stated that it "intends to target small and medium business customers". Please provide clarification on the size of the business customers that Voxbeam intends to provide service.

Response:

Business sizes will range from 5 lines up to 100 lines.

PJG 2-3 In Voxbeam's Response to PJG 1-3, please describe Voxbeam's interconnection arrangement with CenturyLink in Arizona. If available, please also provide a schematic for further clarification.

Response:

Voxbeam is not currently interconnected with CenturyLink in Arizona, but would intend to interconnect by establishing local trunking facilities within a Century link Central Office or Serving Wire Center.

PJG 2-4 Please specify whether Voxbeam is an "over the top" provider as defined by the Federal Communications Commission ("FCC").

No, Voxbeam is not an "over the top" provider.

PJG 2-5 Please provide a description of telecommunications and managerial experience of Mr. Robert Armao, Chief Operating Officer and specify the number of years of telecommunications experience.

Response:

Mr. Armao is no longer the COO of Voxbeam. The current officers are:

Paul Cusack - CEO

Ryan Rapolti - President

Steve Kay - CFO

PJG 2-6. In Voxbeam's Response to PJG 1-8, please confirm that the address of Voxbeam's headquarters is located at 7450 Dr. Phillips Boulevard, Orlando, Florida 32819.

Response:

Yes, that is the correct address. However, within the next two months, the Company will be relocating to the following address:

6314 KINGSPONTE PKWY, STE 1,
ORLANDO, FL, 32819

PJG 2-7 In Voxbeam's Response to PJG 1-10, Voxbeam stated the following in regards to its plan for providing customer service and maintenance to its local exchange customers in Arizona: "All complaints will be referred to the Voxbeam Customer Service Department which will respond promptly to the customer. Voxbeam Telecommunications Inc. maintains a toll-free customer service number (866-3841860) between the hours of 9:00am and 5:30pm Eastern Standard Time to address service, billing, and repair complaints or via email atcs@voxbeam.com.

- a. Due to the time zone difference, 9:00am - 5:30pm EST is currently 6:00am 2:30pm in Arizona. Staff is concerned that Arizona business customers who are experiencing service issues or are out of service, might be unable to reach customer service or repair during Arizona business hours. Please further describe how the repair issues of Arizona customers will be addressed outside of the hours of 9:00am-5:30pm EST.
- b. How often are emails regarding customer service and repairs issues reviewed? Daily, hourly, etc.?
- c. Voxbeam's website identifies a telephone number for support which is available 3am to 6pm EST, which is currently 12am to 3pm in Arizona. Please further explain whether this a different type of telephone support than Voxbeam is referring to in its response to PJG 1-10.

Response:

The Company has 24/7 email support and will be expanding phone service support to 24/7 in the next 6 months.

PJG 2-8 In Voxbeam's Response to PJG 1-15, Voxbeam indicated that "the Company will submit an amendment to its proposed tariff reducing the maximum rate to \$.60". Please specify when Staff can expect a replacement Original Page No. 57 for Voxbeam's Tariff No. 2 to be filed.

Response:

The Company will file the amended page concurrent with its response to this data request.

PJG 2-9 In Voxbeam's Response to PJG 1-17, Voxbeam indicated that "the Company will submit replacement pages to reflect maximum rates for those services". Please specify when Staff can expect replacement pages for Voxbeam's Tariff No. 3 to be filed.

Response:

The Company will file the amended pages concurrent with its response to this data request. These amendments will remove references to rate elements for which ICB pricing was included in the initial tariff draft.

VOXBEAM TELECOMMUNICATIONS INC.

RESPONSE TO STAFF'S FIRST DATA REQUEST

ATTACHMENT TO
RESPONSE TO PJG 2-1

Certificate of Good Standing

STATE OF ARIZONA



Office of the CORPORATION COMMISSION

CERTIFICATE OF GOOD STANDING

To all to whom these presents shall come, greeting:

I, Jodi A. Jerich, Executive Director of the Arizona Corporation Commission, do hereby certify that

*****VOXBEAM TELECOMMUNICATIONS INC.*****

a foreign corporation organized under the laws of Florida did obtain authority to transact business in the State of Arizona on the 17th day of October 2013.

I further certify that according to the records of the Arizona Corporation Commission, as of the date set forth hereunder, the said corporation has not had its authority revoked for failure to comply with the provisions of the Arizona Business Corporation Act; and that its most recent Annual Report, subject to the provisions of A.R.S. sections 10-122, 10-123, 10-125 & 10-1622, has been delivered to the Arizona Corporation Commission for filing; and that the said corporation has not filed an Application for Withdrawal as of the date of this certificate.

This certificate relates only to the legal authority of the above named entity as of the date issued. This certificate is not to be construed as an endorsement, recommendation, or notice of approval of the entity's condition or business activities and practices.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed the official seal of the Arizona Corporation Commission. Done at Phoenix, the Capital, this 18th Day of February, 2014, A. D.




Jodi A. Jerich, Executive Director

By: 1023731